

Robocall Mitigation Program for AA Answerphone, Inc.

Certified: March 29th, 2024

Company Information:

- Name: AA Answerphone, Inc.
- Address: 1230 Central Ave, Albany, NY 12205
- Phone: 518-489-1552

Introduction: This Robocall Mitigation Program outlines the measures that AA Answerphone, Inc. has implemented to combat the transmission of unlawful robocalls through our network. As a responsible answering service, we are committed to ensuring the integrity and security of voice communications for our clients and their customers.

1. Compliance with STIR/SHAKEN Standards: AA Answerphone, Inc. is fully compliant with the Secure Telephone Identity Revisited (STIR) and Signature-based Handling of Asserted Information Using toKENs (SHAKEN) standards. Our upstream carrier certifies all call authentication on our behalf, ensuring that caller ID information is verified and trustworthy.

2. Monitoring and Analysis: We continuously monitor call traffic to identify patterns consistent with robocall activities. Our system analyzes call duration, call origin, frequency, and other metadata to detect and assess potential robocall threats.

3. Call Blocking and Filtering: In accordance with FCC regulations and guidelines, AA Answerphone, Inc. employs advanced call blocking and filtering technologies. These tools help prevent known robocall numbers from connecting to our network and reaching our clients' lines.

4. Partner and Vendor Oversight: We ensure that all our partners and vendors adhere to strict robocall mitigation practices. Regular audits and compliance checks are conducted to maintain the integrity of the telecommunication ecosystem connected to our services.

5. Training and Awareness: AA Answerphone, Inc. provides ongoing training for our employees to recognize, report, and mitigate potential robocall threats. This includes understanding the latest trends in robocall tactics and the evolving regulatory landscape.

6. Incident Response and Reporting: We have established procedures for responding to robocall incidents, including investigation, mitigation, and reporting to relevant authorities. Incidents are logged and analyzed to prevent future occurrences.

7. Commitment to Regulatory Compliance: AA Answerphone, Inc. is committed to full compliance with FCC regulations regarding robocalls. We regularly review and update our policies and practices to align with the latest regulatory requirements and industry standards.